

or better condition for appeal. This amendment is in response to the office action of July 15, 2002 and is accompanied by an one month extension of time.

In the Claims:

Please rewrite Claims 7, 40, 49, 88, 97 and 98 to read as follows:

7. (Twice Amended) The method of claim 1 wherein receiving a command

B1 includes receiving a command to post an answer to the question and to refer the question to another one of the experts at substantially the same time.

Sub C2 40. (Twice Amended) A method for providing answers on one or more topics

from a set of experts on each topic to questions posed by users via client interfaces in communication with a server and with the set of experts, the method comprising:

receiving at one of the client interfaces a question on the selected topic;

B2 transmitting the question from the client interface to the server;

routing the question to a plurality of experts, at least one of them selected by the user, by posting the question in a plurality of locations, wherein each of said locations is accessible to only one expert of said set of experts;

receiving a command at the server from an expert in response to the question; and

executing the command from the expert automatically.

B3 Sub C3 49. (Amended) A server for providing answers on one or more topics from a set of experts on each topic to questions posed by users in communication with client inter-

faces, the server being in communication with the client interfaces and the set of experts and comprising:

a question receiving component configured to receive at the server a question received from a user via one of the client interfaces;

a routing component configured to route the question to one of the experts selected by the user, wherein said routing component is further configured to display the question with other questions for said one of the experts on the personal expert interface of said one of the experts;

a command receiving component configured to receive a command from the selected expert in response to the question; and

an executing component configured to execute the command from the selected expert automatically.

88. (Twice Amended) A system for providing answers on one or more topics from a set of experts on each topic to questions posed by users via client interfaces in communication with the server, the server comprising;

a question receiving component configured to receive at one of the client interfaces a question on the selected topic;

a transmitting component configured to transmit the question from the client interface to the server;

a routing component configured to route the question to said set of experts, at least one of them having been selected through the client interface, by posting the question in plurality of locations, wherein each of said locations is accessible to only one expert of said set of experts;

cont
B4 C4
a command receiving component configured to receive a command at the server from one of the experts in response to the question; and
an executing component configured to execute the command from the selected expert automatically.

sub
C5
97. (Amended) A method, executed by a server, for providing answers on one or more topics from a set of experts on each topic to questions posed by users in communication with client interfaces to a plurality of fora, the server being in communication with the client interfaces and the set of experts, and the method comprising;

B5
receiving at the server a question received from a user via one of the client interfaces;

routing the question to one of the experts selected by the user, wherein said routing component is further configured to display the question on the personal expert interface of said one of the experts;

receiving a command from the selected expert in response to the question, wherein said command comprises a command to post an answer to the question selectively in at least one of a plurality of fora; and

executing and command from the selected expert automatically.

98. (Amended) A server for providing answers on one or more topics from a set of experts on each topic to questions posed by users in communication with client interfaces to a plurality of fora, the server being in communication with the client interfaces and the set of experts and comprising:

a question receiving component configured to receive at the server a question received from a user via one of the client interfaces;

a routing component configured to route the question to one of the experts selected by the user providing the question, wherein said routing component is further configured to display the question on the personal expert interface of said one of the experts;

a forum component configured to receive answers posted by said set of experts, wherein said forum component comprises a plurality of fora;

a command receiving component configured to receive a command from the selected expert in response to the question, wherein said command receiving component further comprises a post in at least one of plurality of fora command receiving component configured to receive a command to post an answer to the question in at least one of a plurality of fora; and

an executing component configured to execute the command from the selected expert automatically.

Cont
B5
cont
05

REMARKS

This patent application presently includes claims 1-9, 40-57, and 88-102, all of which stand rejected. Claim 49 was previously incorrectly rewritten in the Amendment and is now presented so as to be consistent with a marked-up version of the claim in the last amendment, as was intended. Claims 40, 88, 97 and 98 are amended to define the Applicants' invention more precisely, and all rejections are respectfully traversed.

Claims 7, 40 and 98 were objected to, owing to formalities (typographical errors). These have been corrected by adopting the Examiner's suggestions.